

Customer Service Report for HSB

For the period: Thursday, November 01, 2007 12:00:00 AM to Friday, November 30, 2007 11:59:59 PM



	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Accounts											
Access/Login	1	0	0	0	0	0	0	0	1	0	2
Application Support											
Database Development	1	0	0	1	0	0	0	0	2	0	2
Sharepoint-General Information	1	0	0	0	0	0	0	0	1	0	8
Sharepoint-License/Purchase	1	0	0	0	0	0	0	0	1	0	29
Sharepoint-Troubleshoot	0	0	0	1	0	0	0	0	1	0	0
ASR											
Oracle	0	0	0	30	0	2	0	0	28	0	0
Other	0	0	0	62	0	5	0	0	57	0	0
SQL	0	0	0	8	0	0	0	0	8	0	0
Unix	0	0	0	125	0	3	0	0	122	0	0
Windows	0	0	0	20	0	0	0	0	20	0	0
Back Office Support											
Troubleshoot	1	0	0	0	0	0	0	0	1	0	6
CIT Categories											
Web Site Issue	1	0	0	0	0	0	0	0	1	0	10
Connectivity											
Data lines	0	5	0	0	0	0	0	0	0	5	0
TCP/IP	1	4	0	1	0	1	1	0	1	3	2
Email											
MS Outlook	1	0	0	0	0	0	0	0	1	0	11
EOS											
User Applications	1	0	0	0	0	0	0	0	1	0	10
General Information											
Inquiry	1	0	0	0	0	0	0	0	1	0	12

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	DCS	HSB	Web	Other	DCS	HSB	Other	DCS	HSB	Other	To Close
Hardware											
Servers/Config/Setup	1	0	0	1	0	0	0	0	2	0	4
Servers/Maint	1	0	0	0	0	0	0	0	1	0	10
Servers/Troubleshoot	1	0	0	0	0	0	0	0	1	0	13
Local LAN											
LocalLAN/Connectivity	0	2	0	0	0	0	0	0	0	2	0
NIH Services											
Other	1	0	0	0	0	0	0	0	1	0	21
NIHnet											
Inquiry	1	0	0	0	0	1	0	0	0	0	0
Network Sec-Firewall	0	2	0	0	0	0	0	0	0	2	0
Server Support-Other	0	0	0	1	0	0	0	0	1	0	0
Web Site Issue (non-CIT)											
Development	0	0	0	1	0	0	0	0	1	0	5
Wireless Services											
WN/Troubleshoot	0	1	0	0	0	0	0	1	0	0	30
Grand Total:	15	14	0	251	0	12	1	1	254	12	1

Total Tickets Closed: 267

Total Tickets Assigned/Pending/Checked Out: 13

Total Tickets Created: 280